

# MSDF Annual Report



Milwaukee Secure Detention Facility  
Fiscal Year 2016-17

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## ACRONYMS

ABE	Adult Basic Education	KMCI	Kettle Moraine Correctional Institution
ADA	American with Disabilities Act	LEP	Limited English Proficiency
AODA	Alcohol and Other Drug Abuse	LTE	Limited Term Employee
ATR	Alternative to Revocation		
BOCM	Bureau of Offender Classification and Movement	MAT	Medication Assisted Treatment
		MATC	Milwaukee Area Technical College
CBI-SA	Cognitive Behavioral Interventions for Substance Abuse	MSDF	Milwaukee Secure Detention Facility
CFSL	Correctional Food Service Leader	MSCC	Marshall Sherrer Correctional Center
CFSS	Center for Self Sufficiency	MWCC	Milwaukee Women's Correctional Center
CGIP	Cognitive Intervention Program		
CHI	Confidential Health Information	NLCI	New Lisbon Correctional Institution
CNT	Crisis Negotiation Team	NCVRW	National Crime Victims' Rights Week
COND	Condition		
CORR	Correspondence	OCS	Offender Classification Specialist
CR	Conduct Report	OOA	Office Operations Associate
		OPA	Office Program Assistant
DAI	Division of Adult Institutions	OSHA	Occupational Safety & Health Administration
DCC	Division of Community Corrections		
DCI	Dodge Correctional Institution	POSC	Principles of Subject Control
DMV	Department of Motor Vehicles	PRC	Program Review Committee
DOC	Department of Corrections	PREA	Prison Rape Elimination Act
DV	Domestic Violence	PSU	Psychological Services Unit
		PUB	Publications
ERU	Emergency Response Unit		
FAFSA	Free Applications for Federal Student Aid	RCI	Racine Correctional Institution
FCCC	Felmers Chaney Correctional Center	RYOCF	Racine Youthful Offender Correctional Facility
FTE	Full Term Employee		
FY	Fiscal Year	STG	Security Threat Group
		SUD	Substance Use Disorder
GED	General Education Diploma		
GBCI	Green Bay Correctional Institution	TLU	Temporary Lock Up
		T4C	Thinking for a Change
HSED	High School Equivalency Diploma		
HSU	Health Services Unit	VOP	Violation of Probation or Parole
HVAC	Heating Ventilation, Air Condition		
		WCCS	Wisconsin Correctional Center System
ICE	Inmate Complaint Examiner	WCI	Waupun Correctional Institution
ICRS	Inmate Complaint Review System	WRTP	Wisconsin Regional Training Partnership
ID	Identification		
I/M	Inmate		

## MESSAGE FROM WARDEN RONALD K. MALONE

Greetings,

I am honored and appreciative to serve as the Warden of the Milwaukee Secure Detention Facility.

Like my predecessors, Wardens John Husz and Floyd Mitchell, I am extremely proud to be the Warden of the most unique institution within the Wisconsin Department of Corrections. MSDF, a high rise facility located in downtown Milwaukee, Wisconsin, houses both male and female inmates, operating as a jail and a prison. MSDF also serves as an intake facility and a Community Corrections holding facility. Offenders are placed at MSDF for Alternative to Revocation (ATR) programs for Alcohol and Other Drug Abuse (AODA) and Domestic Violence.

The extremely competent and diverse team of correctional professionals who work at MSDF is what truly makes this institution unique. Our treatment programming and collaborations with our multiple community providers continues to grow.

I am delighted to continue our wonderful partnership with the Milwaukee Community Justice Council and all of our criminal justice/public safety partners as we work together to address the many issues facing southeast Wisconsin.

You will find in our 2017 annual report that our employees truly value the mission and core values that have been entrusted in us as employees of the Department of Corrections and members of our communities that we serve. In addition, you will also discover our strong commitment to building stronger communities and families within the City of Milwaukee.

## Department of Corrections Mission Statement

- **Protect** the public, our staff, and those in our charge.
- **Provide** opportunities for positive change and success.
- **Promote**, inform, and educate others about our programs and successes.
- **Partner** and collaborate with community service providers and other criminal justice entities.

## Department of Corrections Core Values

### We are accountable to each other and the citizens of Wisconsin.

- We manage our resources in an efficient, effective, sustainable, and innovative manner.
- We demonstrate competence and proficiency in the work necessary to accomplish our mission.
- We take individual responsibility for how we plan, perform, and manage our work.

### We do what's right - legally and morally - as demonstrated by our actions.

- We value courage, candor, and conviction of purpose.
- We expect ethical behavior and integrity in all we do.
- We require honesty, adherence to the law, and the fair and equitable treatment of others.

### We recognize employees as the department's most important resource.

- We work towards building a workforce of diverse individuals who achieve great things together.
- We recognize exemplary performance.
- We advocate in the best interest of our workforce.

**We value safety – for our employees, the people in our charge and the citizens we serve.**

- We provide the resources and training necessary for employees to safely accomplish our mission.
- We operate safe and secure facilities.
- We offer opportunities for offenders to become productive members of their communities.

**We expect competence and professionalism in our communications, demeanor, and appearance.**

- We demonstrate knowledge and skills within our areas of responsibility.
- We respond effectively and appropriately in our interactions and communications.
- We treat all people with dignity and respect.
- We recognize that we have one opportunity to make a positive first impression.

FAST FACTS	
Opened	October 1, 2001
Security Level	Medium
Operating Capacity	1040
Current Population	1126
Security Staff	248
Non-Security Staff	135
Inmate to Staff Ratio	3:1
Site Size	1 City Block/300,000 Square Feet Building Space
Annual Budget	See Budget Section under Business Office, Page 6

## MILWAUKEE REGIONAL COMMUNITY ADVISORY BOARD

The Milwaukee Regional Community Advisory Board has representatives from MSDF (various levels of staff represented), Felmers Chaney Correctional Center, Marshall Sherrer Correctional Center, Milwaukee Women's Correctional Center, Division of Community Corrections and Division of Juvenile Services, along with representatives from various criminal justice, community, and faith-based agencies and organizations. In Fiscal Year 17 the Board met in December, 2016.

The Milwaukee Regional Community Advisory Board is used as a means of enhancing public education about the Department of Corrections and more specifically MSDF. By providing positive two-way communication with the community, MSDF also has the opportunity to advocate and secure support for issues that are relevant to our operations.

Specifically, the Community Advisory Board:

1. Acts as liaison between MSDF and the surrounding community;
2. Keeps informed relative to policies, programs and conditions at MSDF;
3. Provides relevant information to the community and encourages community interest and involvement in the facility;
4. Takes action as appropriate to further the purpose of the Community Advisory Board.

## HUMAN RESOURCES

The mission of the Human Resources Office within the Milwaukee Secure Detention Facility (MSDF) is multifaceted. We support the goals of the institution and Department by providing necessary support and resources to our staff of nearly 400 employees. One primary goal is to attract qualified prospective applicants through recruitment efforts and subsequently staff the vacancies. The focus then evolves into retention.

As of December 31, 2016, MSDF was budgeted for **248 FTE** Officer/Sergeant positions and **135 FTE** Non-Officer/Sergeant positions for a total of **383 FTE** when fully staffed. The figures below include 17 LTE employees.

<i>MSDF Staff as of June 30, 2017</i>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	83	35%	63	48%	146	40%
(2) Asian	1	0%	1	0%	2	0%
(3) Native American	2	0%	0	0%	2	0%
(4) Hispanic	20	9%	8	6%	28	8%
(5) White	129	55%	58	45%	187	51%
<b>TOTAL</b>	<b>235</b>		<b>130</b>		<b>365</b>	

*\*Percentages are approximate and rounded to next highest percentage*

### PERSONNEL TRANSACTIONS July 1, 2016 – June 30, 2017

**97** - New incoming employees to MSDF

**87** - Outgoing employees (transfer out, promotion out, termination, etc.)

**12** - Internal transactions (transfers, promotions, etc.)

## MANAGEMENT SERVICES

The Management Services Section is supervised by the Correctional Management Services Director. Departments which make up the Management Services Section include: Business Office, Warehouse, Laundry, Canteen, Food Service and Maintenance. Information Technology also falls under this section.

### BUSINESS OFFICE

The Business Office provides accounting and purchasing functions for the entire institution. Specific responsibilities include offender trust account activity, accounts payable and receivable, offender payroll, major assets inventory, purchasing and providing support for the canteen and warehouse operations. The Business Office includes a total of 4 Financial Specialists and is under the direction of the Financial Program Supervisor. The Business Office rolled out a new Financial Program (STAR) in October 2015. In October 2016 inmate account information from WITS were rolled into the single system that we are currently using in WICS.

### BUDGET

MSDF's operational budget for State Fiscal Year '16' ran from July 1, 2016 to June 30, 2017. Major cost outlined below.

	<u>Salaries</u>	<u>Food Service</u>	<u>Supplies/Other</u>	<u>Maintenance</u>	<u>Fuel &amp; Utilities</u>
Permanent	\$17,190,411.89	\$1,455,808.14	\$538,000.00	\$178,430.55	\$904,675.73
LTE	\$ 382,080.45				
Fringe	\$ 8,016,600.00				

<u>Purchase of Services</u>	<u>Budget</u>	<u>Expense</u>
111 – Aid to organizations/individuals	\$ 60,498.08	\$ 60,498.08
112 – CGIP	\$ 7,000.00	\$ 6,375.00
166 – Correctional Enterprises	\$ 4,000.00	\$ 2,199.18
<b>TOTAL:</b>	<b>\$ 71,498.08</b>	<b>\$ 69,072.26</b>
184 – Telephone	\$ 90,000.00	\$ 85,994.59
Canteen	\$ 426,340.63	\$ 399,346.64

Purchase of service funds were used in conjunction with programs.  
Remaining funds used for day-to-day materials and operational needs.

### **Annual Per Capita Cost**

The average cost to house an inmate at MSDF in FY16 was \$103.56. Data is not yet ready or available for FY17.

## **WAREHOUSE**

The warehouse provides services to MSDF in three primary areas: Laundry, Canteen and Material/Supplies. The warehouse is staffed with 1 of each: Inventory Coordinator, Inventory Coordinator-Advanced and Correctional Officer.

## **LAUNDRY**

Laundry co-ordinates provision of clothing for just under 1,000 offenders per month. On average this includes two exchanges per week for underwear, t-shirts and socks; one exchange per week for pants, shirts, shorts and linens. Blankets are exchanged four times per year. Soiled laundry is sent to the warehouse from all floors for transport to Badger State Industries at OSCI. Limited laundry is washed on-site.

## **FOOD SERVICE**

The Milwaukee Secure Detention Facility's Food Service Department provides the meals to all inmates and security staff. Over **3,300 meals** are prepared and served each day with a total of **approximately 1,200,000 served per year**. Daily operations run from 5:30 AM to 4:30 PM. The kitchen is run by a Food Service Administrator and Food Service Manager and is staffed with eight CFSL2s. Food Service employs two DAI inmate cooks and 12 other DAI inmates during the day to assist with production and lunch service. Approximately 24 DCC inmates assist with dinner and maintaining clean-up of the kitchen in the late afternoon and evenings. For 2016, the Milwaukee Secure Detention Facility **served 1,207,696 meals at an average cost of \$1.16 per meal**.

## **MAINTENANCE**

The Maintenance Department is comprised of both trade and non-trade staff, providing a full complement of skills/knowledge, to trouble-shoot/make repairs, installing new equipment, along with managing a preventative maintenance program and coordinating new facility initiated projects. This department works closely with the planning, oversight and coordination of both Small and Capital Funded Projects, providing operational efficiency.

### Staffing includes the following classifications:

A Superintendent of Building and Grounds, Building and Grounds Supervisor, Office Operation Associate, Electrician, Plumber, two Electronic Technicians-Seniors, HVAC Specialist, five Facilities Maintenance Specialist Advanced, and one Facility Maintenance Specialist.

### Current Small and Capital Funded Projects:

- ❖ HVAC Multi-Phased Project to address the overall system is currently in the design phase
- ❖ Door control system and intercoms/paging and programming is nearing completion
- ❖ Surveillance system upgrade and replacement project is currently in process
- ❖ Façade inspection is complete and awaiting authorization to complete the required repairs
- ❖ Canteen kiosk Phase I project (inmate e-mail) is complete
- ❖ EdNet project Phase I (RACHAEL) is complete
- ❖ Parking Structure inspection is pending contractor selection
- ❖ Sliding door project is complete
- ❖ Phone system upgrade is complete

MSDF continues to be involved with area institutions and centers this year. MSDF has provided repair services to MWCC, MSCC, KMCI, RCI, etc. In addition MSDF has received assistance from NLCI and RCI.

## SECURITY

The Security Department consists of: 1 Security Director, 10 Captains, 6 Lieutenants, 80 Sergeants, 168 Officers, 1 Security OOA, 4 LTE Officers, 6 LTE Security Officer 2's and 1 Security Program Assistant – Confidential.

**Training** - MSDF employs approximately 240 uniformed Correctional personnel and 122 non-uniformed correctional personnel. The institution operates on a regular basis each day, with the exception of the 1st and 3rd Wednesday of each month which has been designated as Staff Training Days. On those days, the institution operates in a modified lock down mode. Staff is afforded the opportunity to attend various training seminars on those days. Uniformed correctional personnel received additional training in Restrictive Housing operations, POSC, ERU, CNT, STG, Harassment and Hazing, in addition to the mandatory training sessions online. Classroom Suicide Prevention, QPR, and Trauma Informed Care were also provided to all uniformed / non-uniformed staff. There were also various other trainings throughout the year that took place that involved both uniformed and non-uniformed staff, such as but limited to: ICS, PREA, Building Evacuation, Team Building, and Motivational Interviewing.

**Emergency Response** - Continues to perform at a high level. Members were trained in tactical shooting and team building. Tactical Team members trained in POSC, Room Clearing, and Weapon Retention. Joint ERU will take place in October of 2017 with 4 Tactical and 1 Negotiation staff attending. MSDF Tactical and Negotiations (CNT) Teams attended/ developed a “mini-joint” training held at the Southern Oaks Girls School in December of 2016. MSDF was joined by RCI and RYOCF. ERU and CNT were able to work together on a “real-life” hostage scenario. Two classes of ERU Basic were held as well as an ERU Strike Team Leader class.

**MSDF Restrictive Housing Unit** continues to improve. Unit staff and the institution multidisciplinary team have produced positive results with creativeness and ingenuity. The facility strives and exceeds national standards. Some of the creative ideas and keys components to improve and enhance the restrictive housing units are;

- Providing in cell and out of cell programing for inmates that wish to participate.
- Notifications from DAI Administrator posted in common areas for reading and information sharing.
- MSDF Recreation staff will conduct rounds on the units and provide offenders with reading material, puzzles, drawing paper, crayons, etc. Games have also been played with the inmates housed on the unit. Games that can be played in their cells such as bingo. Prizes are awarded to winners. Prized usually consist of allowable canteen items.
- PSU staff, HSU staff and unit social workers conduct several rounds each week to speak with and evaluate each inmate in restrictive housing.

- In the past year, inmate work crews repainted all cells and cleaned all cell door traps and tracks. Programming offenders from GP units that volunteer also come to the Restrictive Housing Unit to assist in keeping it as clean as possible.
- MSDF continues to explore new ideas for use of ambulatory restraint equipment. A new restraint chair was purchased and has been found to be very effective in preventing/reducing self-harm behavior.

**Incident Reports** – A total of **1641** incident reports were written in FY '17, compared to **1803** in FY '16. MSDF's incident reports decreased by **162** incident reports.

#### Visitation from 07/01/16 to 06/30/17:

➤ <b>Tele - visits</b>	<b>25,955</b>
➤ <b>Professional Visits</b>	<b>4,034</b>
➤ <b>Restrictive Housing Visits</b>	<b>38</b>
➤ <b>Contact Visits</b>	<b>172</b>
➤ <b>Special Visits</b>	<b>13</b>
➤ <b>No Contact Visits</b>	<b>55</b>

## MSDF ATR PROGRAMS

This was our twelfth full year with the Alternative to Revocation (ATR) Programs at MSDF. We have a total of 224 beds (154 – 90 Day AODA ATR, 36 – 90 Day AODA DV ATR, 34 – 60 Day Cognitive ATR). We have 18 ATR Social Workers and 2 Clinical ATR Social Workers (four current vacancies), 2 Clinical Supervisors, and 1 Office Operations Assistant (currently vacant). Due to changes in programming and a reduction of Psychological Services, we converted to 2 ATR Social Worker positions to 2 Clinical ATR Social Worker positions.

All ATR Social Workers, ATR Clinical Social Workers, and Clinical Supervisors are now trained, or will be trained, in the cognitive program, Thinking for a Change (T4C), as well as Cognitive Behavioral Interventions for Substance Abuse (CBI-SA). A roll out of this program began as of May 29, 2017. With the start of each group, each unit began replacing the New Freedom Program with CBI-SA. Ancillary treatment groups such as Anger Control, Epictetus and Advanced Social Skills will be gradually implemented. DAI has approved a new level of care system for treating inmates with an AODA/SUD need. Staff will assign programming based on the SUD diagnosis and COMPAS risk rating. **High risk** offenders will receive CBI-SA, T4C, and Anger Management or Anger Control only if it is listed as a need on COMPAS. **Moderate risk** offenders will receive CBI-SA and T4C. **Low risk** offenders (including overrides) will receive CBI-SA only.

The ATR process is initiated by an offender's DCC Agent and is facilitated by the Bureau of Offender Classification and Movement (BOCM) with final approval by DCC and DAI, as well as the receiving institution. After successful completion of the program, the offender is released back to the community to continue to serve his supervision time.

The DCC ATR Programs continue to run smoothly. MSDF would like to thank BOCM Classification Specialists statewide. The referral process and coordination of scheduling groups/transport in is an ongoing challenge.

We continue to bring in a variety of additional programs such as Healthy Relationships, Getting Out Staying Out, Inside Out Dads, Dad Boot Camp, and Driver's Education, CPOP, etc. All programs have been positively received by inmates and staff alike.

MSDF, Center for Self Sufficiency; DCC Region 3; Milwaukee County Behavioral Health Division and Wisconsin Community Services (WCS) engaged in a collaborative partnership to provide Medication Assisted Treatment (MAT) for those individuals identified as having an opioid addiction. Every ATR participant was screened to

determine appropriateness for participation consideration. An informational presentation was provided to all candidates. Offenders releasing to Milwaukee County were interviewed and assessed further; participated in medical lab testing and additional screening to determine suitability and interest in MAT. Post-release counselling services were also arranged. Those appropriate and amenable for participation in the Vivitrol program were transported directly to the clinic to receive their Vivitrol injection on the day of release, and then to their DCC agent's office. Out-of-county offenders who were appropriate and interested in participating in MAT in their home county work with their DCC agent and MSDF social worker to coordinate post-release services in their home county. During FY17, some 40 offenders received Vivitrol services upon release from MSDF.

### Updated Statistics

The ATR Program enrolled **649** offenders during this time; and **594** offenders successfully completed their ATR during this time. For **7/1/16-6/30/17** the numbers are as follows:

#### Total number of offenders who were enrolled in their ATR Program between 7/1/16 to 6/30/17:

<b>Total</b>	<b>649</b>
<b>90 Day Cognitive</b>	<b>410</b>
<b>DV</b>	<b>102</b>
<b>60 Day Cognitive</b>	<b>137</b>

#### Total number of offenders who completed their ATR Program between 7/1/16 to 6/30/17:

<b>Total</b>	<b>594</b>
<b>90 Day Cognitive</b>	<b>385</b>
<b>DV</b>	<b>88</b>
<b>60 Day Cognitive</b>	<b>121</b>

#### Total number of offenders terminated from their ATR Program between 7/1/16 to 6/30/17:

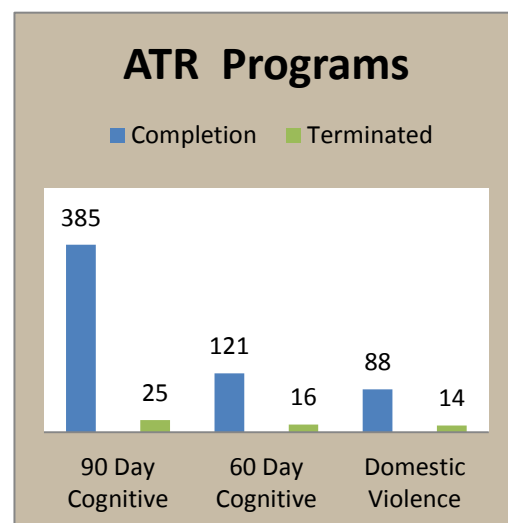
<b>Total</b>	<b>55</b>
<b>90 Day Cognitive</b>	<b>25</b>
<b>DV</b>	<b>14</b>
<b>60 Day Cognitive</b>	<b>16</b>

**NOTE: We had 6 programs that started in the previous fiscal year but completed in the current fiscal year.**

5D 4-18-16 to 7-14-16 90 Day AODA/DV – 34 enrolled and 21 completed  
 4C 4-25-16 to 7-19-16 90 Day AODA – 40 enrolled and 33 completed  
 4B 5-23-16 to 7-21-16 90 Day AODA – 24 enrolled and 24 completed  
 5C 5-16-16 to 8-11-16 90 Day AODA – 40 enrolled and 35 completed  
 4D 6-20-16 to 8-16-16 60 Day Cognitive – 34 enrolled and 24 completed  
 4A 6-20-16 to 9-15-16 90 Day AODA – 40 enrolled and 32 completed

**We had 6 programs that started in this current fiscal year but will end in the next fiscal year.**

4A 4-10-17 to 7-6-17 90 Day AODA – 24 enrolled and 20 completed  
 5D 5-15-17 to 8-10-17 90 Day AODA/DV – 36 enrolled and 32 completed  
 4C 5-22-17 to 8-17-17 90 Day AODA – 40 enrolled and 32 completed  
 4B 5-29-17 to 8-24-17 90 Day AODA – 34 enrolled and 33 completed  
 4D 6-5-17 to 8-1-17 60 Day Cognitive – 34 enrolled and 29 completed  
 5C 6-12-17 to 9-7-17 90 Day AODA – 40 enrolled and 37 completed



## UNIT DESCRIPTION – 3<sup>RD</sup> FLOOR

In an effort to provide greater emphasis and renewed energies toward the provision of vocational and primary programming, the purpose and mission of the 3 South Unit was transitioned to provide for the consolidation and concentration of programming in one primary unit.

To build on the successes experienced, concentrated programming is provided in the following areas:

- T4C – Cognitive Group Interventions
- Windows to Work
- Construction Trades Pre-Apprenticeship
- Driver's License Permit instruction and examination
- ServSafe
- CPR/AED/First Aid
- Math & Blueprint Reading
- OSHA 10
- Outside Presenters: ProTrade, Driver's License Recovery, Centro Legal, Child Support Services, etc.

Participants are carefully screened and reviewed for participation prior to their movement to the 3 South program unit. Every 3 South resident is expected to participate in all available programming offered.

To reward positive participation and achievements attained, several incentives were incorporated into unit operations. Some of the incentives include:

- Late-night dayroom, 7 nights per week;
- School pay for 20 hours per week;
- Expanded food items available that are not accessible elsewhere within our facility.

Thirty-eight men are consistently demonstrating positive attitudes and the determination for post-release success.

## UNIT DESCRIPTIONS – 6<sup>TH</sup> Floor

The sixth floor consists of a **50 bed** general population pod, a **40 bed** female pod, a **48 bed** Special Needs pod and a **50 bed** Program Segregation/Special Needs pod for a **total of 188** offenders.

The 6A pod is a general population unit which houses males classified as Level 4. These are the better behaved inmates in the institution. The B pod houses the female population; we have 4 restricted housing cells (a total of 6 beds) in an enclosure right on the unit and 34 general population beds for the females. 6C, Program restricted housing, houses Step 1, 2 and 3 inmates doing their disciplinary separation time and center system TLU inmates from the two male Milwaukee centers. It is here that the restricted housing inmates do their time and earn back privileges while they work their way back into general population. In addition, the unit is split between Program restricted housing inmates and more aggressive special needs inmates.

Also, inmates who have been PRC'd to MAX custody are placed on 6C until they can be moved to maximum security institutions.

The 6D pod is the other special needs unit in the institution. The targeted offenders on this unit are inmates who are chronically mentally or physically ill and deemed to be vulnerable in some fashion.

A team approach is taken with all of these populations to manage them appropriately. Staff from security, Psychological Services Unit (PSU) and Health Services Unit (HSU) all work in collaboration on many of these inmates to maintain their stability.

## UNIT DESCRIPTIONS – 7<sup>TH</sup> & 8<sup>TH</sup> FLOORS

The 7<sup>th</sup> and 8<sup>th</sup> floors house up to **400** male Division of Community Corrections (DCC) felony offenders that are confined on a Probation/Parole Hold or DAI offenders who are awaiting transfer to DCI or MSDF DAI Housing. DCC Offenders who have Probation/Parole holds are pending the investigation of rule(s) violations, pending revocation hearings, or placement of an Alternative to Revocation such as institution treatment program or a halfway house/temporary living placement. An average stay is approximately 45-90 days for DCC offenders. An average wait for DAI offender transferring to DCI is 8 months.

Each floor consists of 4 Pods which holds 50 offenders. In addition to security staff, two social workers are responsible for both of the 7<sup>th</sup> and 8<sup>th</sup> floor. The social workers serve as liaisons between offenders and the Probation/Parole Agent, the legal system in helping offenders resolve court appearances with municipal, family, and children's court, and assist the offender's agent in gathering information needed for release planning. One Psychologist is assigned to each of the floors to assist offenders with mental health concerns. One Unit Manager is assigned between the two floors who over sees the day to day operations of the 7<sup>th</sup> and 8<sup>th</sup> floors.

In addition, there are 6 Probation/Parole Agents and 1 DCC Community Field Supervisor that work directly at MSDF on the 7<sup>th</sup> and 8<sup>th</sup> Floor. These agents serve as a liaison with the offender's agent of record. The agent may take offender statements and serve offenders their revocation paperwork, along with assisting with handling any other requests from the offenders' agent of record.

## UNIT DESCRIPTIONS – 9<sup>TH</sup> FLOOR

The ninth floor is divided by North and South side units. Each unit consists of two pods which houses fifty (50) inmates, for a **total of 200 DAI inmates**. The majority of the DAI inmates have 12 months or less confinement time remaining to serve. DAI inmates who remain at MSDF were on supervision in Milwaukee and surrounding counties prior to their revocation.

Inmates who remain at MSDF will be reviewed by Bureau of Offender Classification and Movement (BOCM) to determine custody level, program recommendations and institution placement.

The following work assignments are available for the ninth floor inmates: Kitchen (14 full time), Maintenance (2 full time), HSU Custodian (1 full time), Restricted Housing Custodian (1 full time/1 part time), Intake Custodian (2 part time), Sanitation Custodians (2 full time/4 part time), Barbers (2 full time), and Unit Custodians (28 part time).

Adult Basic Education is available for the DAI inmates. In addition, MSDF continues to work with outside agencies to provide parenting classes, driver's education program, cognitive thinking program re-entry programming and religious services. MSDF has a full time recreation department that provides leisure time activities for the ninth floor inmates.

### Staffing

There is a total of sixteen (16) Security staff assigned to the ninth floor. On both the north side and the south side housing units of the ninth floor, first and second shift include one (1) Sergeant and two (2) Officers. Third shift includes one (1) Sergeant and one (1) Officer. One (1) Social Worker is assigned to the floor to assist the inmates with release planning and other concerns the offender may have. The Social Worker also assists the inmates with obtaining their social security card, birth certificate, and Wisconsin State ID photos. There is one (1) Teacher and one (1) GED examiner assigned to the ninth floor. A Psychologist is assigned to the ninth floor to assist with mental health concerns. One (1) Unit Manager is assigned to the floor to oversee the daily operations.

## EDUCATION SERVICES

Educational programming at the Milwaukee Secure Detention Facility consists primarily of Adult Basic Education (ABE). The goal of ABE is to prepare inmates who have not completed the requirements for a high school diploma to pass the required core competencies (Math, Language Arts, Science, and Social Studies) for attainment of a General Education Diploma (GED).

MSDF has twenty-four (24) Part-time paid Academic Positions for DAI offenders who will be remaining at MSDF until their release date. All offenders at MSDF are eligible to participate in education programming. Education staff provided services on average to 200 offenders per month. This number includes working with offenders to obtain their GED, increases their skills/knowledge in a core subject, resume building, and providing college information including FASA forms.

In Fiscal year 2017, **MSDF had forty-two (42) offenders complete all the requirements of the GED.** The following number of tests were given:

Total Official Tests Given	363
Official Math Test	79
Official Language Arts Test	91
Official Science Test	98
Official Social Study Test	95

Education instruction at MSDF is delivered by teachers who are certified by the Wisconsin Technical College System. The department consists of 5 teachers. One (1) Teacher has the primary responsibility of GED testing. There is one (1) part-time OOA, whose responsibility is Library Services.

## PROGRAM SERVICES

### Overview

Programming at the Milwaukee Secure Detention Facility consists primarily of a variety of vocational and personal development classes. Our rapid inmate turnover presents obvious challenges for attainment of long-term education goals. However, inmates are provided an array of opportunities to upgrade their academic skills and receive classroom instruction in preparation for a GED/HSED, and to otherwise work on understanding their criminogenic needs and taking steps toward self-improvement.

### Program Highlights

- Drivers Education – *10 cycles of 25 participants were provided during FY17.* The very-popular Driver License program, providing instruction to approximately 250 inmates, preparing them for the written Driver License permit exam. DMV officials then administered the written test in the institution. Results now shared with DCC.
- Construction Trades Pre-Apprentice *Northcott* – *1 cycle of 25 participants completed.* We again offered a pre-apprenticeship construction skills program in partnership with Northcott Neighborhood Center. The 10-week course covered a variety of topics relative to construction trades and workplace safety.
- Math & Blueprint Reading *WRTP* – *4 cycles were completed during FY17.*
- OSHA 10 *Aegis* - *4 cycles of 25 participants completed during FY17*
- CPR/AED/First Aid - *American Heart Association* – *MSDF will provide instruction during FY18.*
- Healthy Relationships (ATR) *CFSS* – *continuously provided on ATR program pods.*

- Continued our partnership with DCC through a contract with the Center for Self Sufficiency to provide Pre-Treatment programming Community Partnership Outreach Program for DCC offenders awaiting Alternative to Revocation (ATR) AODA programming. In process of expanding to include Medication Assisted Treatment using Vivitrol for those individuals identified as having an opioid addiction.
- A *Big, Bold, Beautiful* workshop was facilitated on the Women's Pod to improve offenders' self-esteem/self-image and support career readiness efforts.
- ServSafe instruction is provided with over 50 inmates successfully achieving their Food Protection Manager certification.

#### Special Events/Fundraisers to support Community Partners

- Botana's Burrito meal fundraiser to benefit *Human Trafficking Task Force of Greater Milwaukee*. (\$1,044.13 donated)
- Popeye's Chicken meals sold to benefit *Hunger Task Force* (\$625.10 donated)
- Malicki's Piggly Wiggly Holiday Food orders raised \$458.68 for Salvation Army's Prison Toy Chest

**Recreation** - Rec Leaders visit each pod twice per week for structured activities; once for physical activities/events and once for organized table/games, etc. Rec Leaders coordinate institution videos. We continue to expand recreational opportunities for all offenders through the facilitation of structured recreational/leisure-time activities, making a marked impact on our efforts toward idleness-reduction.

**Religious programming** – Bible Study is offered throughout the facility on a weekly basis. Jumma is facilitated each Friday. Native American Smudging is conducted each Sunday.

## CHAPLAINCY SERVICES

Chaplaincy Services at the Milwaukee Secure Detention Facility (MSDF) provides pastoral care to inmates, assisting them in their response to the realities of their actions prior to, during, and after incarceration. Religious programming aims to assist offenders in discovering and developing their religious faith and by working in partnership with the community to accomplish mutually beneficial results. Chaplaincy functions in various roles: as representatives of God in a categorically nonspiritual setting; and to provide counselling services, managing volunteers, and leading or conducting religious programming.

Religious practice groups include, but are not limited to, the following: Buddhist – Christian Catholic/Protestant – Islam – Native American

Religious leaders for various other umbrella religion groups not mentioned above are contacted upon request.

Each week, approximately 40-50 active volunteers from 15-20 various area Churches, Ministries and other religious organizations provided faith-based services and religious programming to MSDF's inmate population. An average of approximately 120 inmates participated in religious services each week during FY17.

Offenders are also offered participation in various other volunteer-led programming, such as:

- Alcoholics Anonymous
- Domestic Violence discussions
- Meditation Classes

In addition to instructional and worship opportunities, the following services are also available:

- Pastoral visits with community spiritual leaders of their faith choice
- Spiritual consultation with the Chaplain
- Clothing for offenders in need upon their release
- Community resource information for offenders returning to the community
- Easter outreach celebration

- Annual Christmas caroling and gift giving

Limited religious materials are readily available on each housing unit. Additional materials pertaining to specified faith groups may be requested through the Chaplain.

## PSYCHOLOGICAL SERVICES UNIT (PSU)

The Psychological Services Unit (PSU) at MSDF continues to face an increasing influx of seriously mentally ill inmates. PSU remains productive, meeting our mandate of screening inmates who enter the facility within 24-48 hours. Our staff provides individual therapy, group therapy, and crisis intervention on their units, which allows them to get to know the inmates better, establishing rapport and knowing how to intervene with their psychological problems more effectively. This diversified approach helps to decrease serious acting out behaviors due to suicidal thoughts, gestures, and attempts. The Mental Health Multi-disciplinary Team continues to meet weekly to coordinate care for mentally ill inmates housed on the special needs unit, geriatric population, general population, restricted housing unit and the female unit.

MSDF had **281 observation placements** in the fiscal year 2016 to 2017. These numbers do reflect an increasing number of observation placements than in the previous years, and we believe that the level of service provided is reflective of the continual needs of an ever growing population of severely and persistently mentally ill inmates. The rate of growth for these chronically and persistently mentally ill inmates has taxed our resources and caused us to create a greater number of behavior plans that attempt to help these inmates navigate prison rules. Our work with the inmates has been significantly aided by the consistent and better trained front line staff, and security supervisors who are able to defuse situations on the pod without having to resort to observation or TLU placements to solve a situation.

## HEALTH SERVICES UNIT (HSU)

Compared to other DOC facilities, MSDF faces challenges of housing both DAI and DCC offenders in a jail-type environment. MSDF houses both male and female inmates in a high-rise setting. Many of our patients are admitted from the community and, therefore, often have had little to no access to healthcare prior to entering MSDF. The population continues to age and with improved medical outcomes for patients with infectious disease, HSU staff is seeing an increase in offenders with multiple chronic diseases or health care concerns.

MSDF nursing staff administers all controlled medications to our offenders throughout the facility. HSU manages offenders' health care records, which are time sensitive and labor intensive. We have paper charting that is maintained 7 days a week, 365 days a year. HSU maintains these active and inactive health care records in collaboration with Central Medical Records (Dodge Correctional) and Inactive Women's Medical Records (Taycheedah).

Our health care staff continues partnerships with Marquette University and Concordia University. Nurse practitioner students continue to work with MSDF health care staff in caring for offenders while enriching their clinical experience in the field of correctional health care.

### MSDF Health Services Unit Statistics 7/1/2016- 6/30/2017

Intake screenings and medical histories completed:

8,500

Medical provider appointments:

4,500

<b>Sick call (health requests) assessments completed by RNs :</b>	<b>4,000</b>
<b>Med refills:</b>	<b>15,500</b>
<b>History/ Physicals completed by advanced care providers:</b>	<b>4,500</b>
<b>Clinical(specialty) Offsite appointments:</b>	<b>825</b>
<b>Discharges:</b>	<b>8,200</b>

## INMATE COMPLAINT REVIEW SYSTEM

The Inmate Complaint Review System (ICRS) allows MSDF inmates an opportunity to have their grievances addressed. Types of complaints investigated by the Institution Complaint Examiner (ICE) include, but are not limited to, issues of rules, living conditions, medical services, property, and staff actions. Issues such as these can impact the daily living conditions and climate of the institution. Investigations of complaints are done under the supervision of the Warden. This process allows staff and inmates the opportunity to understand policies and to correct any errors should they be found.

This office receives on average 40 complaints per week. The MSDF ICE is a member of the statewide DAI Policy committee, chairs the MSDF Policy & Procedure Committee and is the site LEP Coordinator. The ICE is also the litigation coordinator for the facility and reviews inmate's appeals on disciplinary hearing decisions for procedural errors prior to the Warden's review.

Complaints	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17
<b>Total</b>	<b>955</b>	<b>937</b>	<b>979</b>	<b>1192</b>	<b>1095</b>	<b>1260</b>

### Complaint Results FY17:

<b>Affirmed – 107</b>	<b>Dismissed – 603</b>
<b>Rejected – 592</b>	<b>Appealed to CCE's office – 71</b>

COMPLAINTS BY CATEGORY			
<b>01 Staff (Previously 147)</b>	<b>126</b>	<b>13 Food</b>	<b>22</b>
<b>02 Corr./Pub. (Previously 77)</b>	<b>87</b>	<b>14 Classification</b>	<b>43</b>
<b>03 Discipline (Previously 65)</b>	<b>78</b>	<b>15 ICRS</b>	<b>24</b>
<b>04 Medical (Previously 76)</b>	<b>155</b>	<b>16 Discrimination</b>	<b>2</b>
<b>05 Parole/Release</b>	<b>46</b>	<b>17 I/M Accounts (Previously 95)</b>	<b>200</b>
<b>06 Personal Physical Cond.</b>	<b>95</b>	<b>19 Breach of CHI</b>	<b>11</b>
<b>07 Property (Previously 143)</b>	<b>127</b>	<b>20 Staff Sexual Misconduct (5)</b>	<b>8</b>
<b>08 Rules</b>	<b>87</b>	<b>21 Inmate Sexual Misconduct (1)</b>	<b>9</b>
<b>09 Religion</b>	<b>26</b>	<b>22 Dental</b>	<b>12</b>
<b>10 Work/School</b>	<b>12</b>	<b>24 Staff Misconduct (Previously 23)</b>	<b>14</b>
<b>11 Visiting</b>	<b>24</b>	<b>25 Psychology</b>	<b>7</b>
<b>12 Other</b>	<b>45</b>	<b>26 Psychiatry (Previously 11)</b>	<b>20</b>

### Goals for the Upcoming Fiscal Year

- ❖ Maintain the integrity, ethics, timeliness and professionalism of the ICRS.
- ❖ Maintain open lines of communication with staff and inmates in an effort to reduce the amount of formal complaints.
- ❖ Continue working with staff to ensure that MSDF is revising existing policies and implementing procedures consistent with other DAI facilities, Administrative Code and DAI policies.
- ❖ Reduce the amount of monetary reimbursements paid through the complaint system. For the current fiscal year, the amount reimbursed was \$712.74, a decrease of \$126.19 from the previous fiscal year.
- ❖ During this fiscal year about 35% of complaints were returned to inmates for a variety of reasons. Our total number of complaints for the year was 1260, and returned complaints was 649. Although the returned complaints decreased from last year, accepted complaints increased; therefore total complaints submitted remained approximately the same.

## BUREAU OF OFFENDER CLASSIFICATION AND MOVEMENT

Under the direction of the Division of Adult Institutions, and in accordance with DOC Administrative Code s. 302, BOCM employs 1 FTE Offender Classification Specialist (OCS) and 1 FTE Operations Program Assistant (OPA) at MSDF. The OCS is responsible for completing initial classification and chairing program review committees; both of which determine an offender's custody level, programming and placement. COMPAS Assessments have been introduced to MSDF Initial Classification beginning November 1, 2014 and are routinely completed based on the inmate's sentence structure.

*In the last fiscal year (July 1, 2016 to June 30, 2017) the following actions were completed:*

- **Initial Classification Actions:** 361
- **Reclassification Hearings:** 22
- **Reclassification at WCCS sites:**
  - **MSCC:** 46
  - **FCCC:** 81

*In the last fiscal year (July 1, 2016 to June 30, 2017) the following COMPAS Assessments were completed at MSDF:*

- **COMPAS CORE Assessment:** Undetermined
- **COMPAS CORE Incomplete Assessments:** 2

The OPA is responsible for maintaining an Access database for institutional alternative to revocation (ATR) placements within regions 2, 3, 4 and 7. In the last fiscal year, 1,037 referrals have been processed.

The responsibility of Internal Classification transferred to MSDF April 1, 2015.

## RECORDS OFFICE

The Records Office at Milwaukee Secure Detention Facility is responsible for maintaining legal and social service files on offenders from the Division of Adult institutions as well as creating and maintaining files for probation and parole violators housed temporarily at MSDF from the Division of Community Corrections. Records staff coordinate parole hearings and disseminate legal information; they coordinate releases; calculate parole eligibility dates; mandatory release/extended supervision release and maximum discharge dates; enter court-ordered sentences and sentence modifications into offender records; and process revocation orders; record institutional disciplinary actions and set up Parole Board hearings.

MSDF Records Personnel also coordinate and document all offender movement to and from the institution. They organize all intake, releases, court visits, and detainer pickups. They arrange for offender file reviews, open

records requests, and respond to the public regarding legal matters and offender status, serve warrants, detainers and other legal papers to the offenders.

The Records Supervisor is designated as the institution legal custodian.

The Records Office faces many challenges with the different types of offenders that are housed at MSDF and the amount of offender movement into and out of MSDF. The accompanying table breaks down the amount of movement handled on a monthly basis.

MONTH (2016/2017) (Male & Female)	DCC/ATR Admissions	DAI Admissions	DAI housed at MSDF per month	DAI Transfer Outs	Releases
July '16	419	3	439	164	382
August '16	429	8	410	177	384
September '16	484	7	398	173	431
October '16	394	9	404	179	319
November '16	477	10	445	151	457
December '16	526	12	451	156	428
January '17	393	8	440	149	394
February '17	529	7	474	159	437
March '17	444	9	479	187	385
April '17	449	5	478	160	414
May '17	491	4	480	161	418
June '17	388	8	459	179	368
TOTAL (2016/2017)	5423	90	5357	1995	4817
AVERAGE (per month)	452	8	446	166	401
Total in (2016/2017)	5513				
Average (per month)	459				
Total out (2016/2017)	6812				
Average (per month)	568				

## CONTACTS FOR MAJOR DOC INITATIVES

<b>ADA COORDINATORS:</b>	<b>Tina Watts, 414/225-5648</b>	<b>Phil Harkleroad, 414/212-4902</b>
<b>LEP COORDINATOR:</b>	<b>Kesha Packer, 414/212-6804</b>	
<b>COMPAS:</b>	<b>Patti Guibord, 414/225-5638</b>	
<b>PREA:</b>	<b>Robert Miller, 414/212-4945</b>	